UNITED
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Secretariat

ST/IC/1992/66
30 October 1992

INFORMATION CIRCULAR

To: Members of the Staff at Headquarters

From: The Assistant Secretary-General for General Services

Subject: TELEPHONE AND FACSIMILE COMMUNICATIONS SERVICES TO UNITED NATIONS OFFICES, SPECIALIZED AGENCIES AND PEACE-KEEPING MISSIONS

1. The United Nations leased line network has been upgraded. The purpose of the present circular is to inform staff members of the telephone and facsimile services currently available between United Nations Headquarters and the United Nations local and overseas offices listed below. The procedures to be followed when making official telephone or facsimile calls are also outlined below. Telephone access to these locations has been made more convenient and efficient by allowing the direct dialling of an extension without operator assistance. Similarly, facsimile calls, which previously could have been forwarded only by the Telegraph Unit, can now be made from any facsimile machine within the Headquarters complex. When a call is made, the originating extension and department are registered automatically, so that the appropriate account code may be charged for the call. By following the described procedures, staff members will utilize the United Nations leased line network, resulting in charges substantially lower than commercial rates. It must be borne in mind that, since the number of access lines is limited, staff members are required to keep telephone and facsimile calls brief and to the essential minimum.

United Nations Office at Geneva

United Nations Office at Vienna

Economic Commission for Latin America and the Caribbean (ECLAC), Santiago

Economic and Social Commission for Asia and the Pacific (ESCAP), Bangkok

Economic Commission for Africa (ECA), Addis Ababa

United Nations Educational, Scientific and Cultural Organization (UNESCO), Paris

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United Nations Children's Fund (UNICEF), New York

United Nations Population Fund (UNFPA), New York

United Nations Development Programme (UNDP), New York

United Nations Office at Nairobi

United Nations peace-keeping and observer missions

I. TELEPHONE SERVICES TO UNITED NATIONS OFFICES AT GENEVA, VIENNA, SANTIAGO, BANGKOK, UNESCO (PARIS), UNICEF (NEW YORK), UNFPA (NEW YORK) AND UNDP (NEW YORK)

2. Telephone calls can be placed from Headquarters to these offices by dialling an access code as indicated below, waiting for the remote dial tone and then dialling the remote telephone extension.

United Nations Office at Geneva	26 + extension
United Nations Office at Vienna	28 + extension
ECLAC (Santiago)	29 + extension
ESCAP (Bangkok)	61 + extension
UNESCO (Paris)	62 + extension
UNFPA (New York)	63 + extension
UNICEF (New York)	5 + extension
UNDP (New York)	4 + extension

II. TELEPHONE SERVICES TO OTHER OFFICES AT GENEVA, VIENNA, SANTIAGO, BANGKOK AND PARIS

3. Telephone calls to offices in Geneva outside the Palais des Nations such as the International Labour Organisation (ILO), the World Health Organization (WHO), the Office of the United Nations High Commissioner for Refugees (UNHCR) and the International Trade Centre UNCTAD/GATT (ITC) can be placed as follows:

(a) Dial 26 and wait for the dial tone from the United Nations Office at Geneva telephone exchange;

(b) Dial the appropriate digit from the list below for the desired office and wait for the dial tone:

ILO	6
WHO	7
UNHCR	8
ITC	9

(c) Dial the extension number.

4. Telephone calls to other offices at Geneva outside the Palais des Nations can be made as follows:

(a) Dial 26 and wait for the United Nations Office at Geneva telephone exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Geneva telephone number.

5. Telephone calls to Vienna outside the Vienna International Centre can be made as follows:

(a) Dial 28 and wait for the dial tone from the Vienna International Centre exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the six or seven-digit Vienna telephone number.

6. Telephone calls to Santiago outside the ECLAC office can be made as follows:

(a) Dial 29 and wait for the dial tone from the ECLAC exchange;

(b) Dial 9 and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Santiago telephone number.

7. Telephone calls to Bangkok outside the ESCAP office can be made as follows:

(a) Dial 61 and wait for the dial tone from the ESCAP telephone exchange;

(b) Dial "0" and wait for the dial tone from the city telephone exchange;

(c) Dial the seven-digit Bangkok telephone number.

8. Telephone calls to Paris outside the UNESCO office can be made as follows:

(a) Dial 62 and wait for the dial tone from the UNESCO exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the eight-digit Paris telephone number.

III. TELEPHONE SERVICES TO THE UNITED NATIONS OFFICES AT ADDIS ABABA AND NAIROBI

9. Telephone access to the United Nations offices at Addis Ababa and Nairobi can be obtained through the operator at Headquarters. Please note that telephone service to these locations is unavailable during the times indicated below, as these periods are reserved for data transmission.

Addis Ababa	Nairobi
(New York local time)	
3-5 a.m.	1-2 a.m.
	8-9.30 a.m.
	1-3 p.m.

(a) Dial "0" for the Headquarters operator and request a connection to the appropriate duty station;

(b) Give the operator the desired extension or the name of the staff member to whom you wish to speak and the operator will connect you.

IV. TELEPHONE SERVICES TO UNITED NATIONS PEACE-KEEPING AND OBSERVER MISSIONS

10. Telephone connections to missions can be accessed through the Headquarters telephone operator, by dialling "0".

(a) Owing to the importance of these circuits to United Nations peace-keeping and field operations, users are advised to expect reasonable delays when placing calls. In addition, calls may be interrupted to allow priority communications from the Secretary-General's office;

(b) When placing calls to missions, the telephone operator will request the name and extension of the caller and will contact the caller when a circuit is available.

V. FACSIMILE SERVICES TO UNITED NATIONS OFFICES AT GENEVA, VIENNA, SANTIAGO, BANGKOK, UNESCO (PARIS), UNICEF (NEW YORK), UNFPA (NEW YORK) AND UNDP (NEW YORK)

11. Facsimile calls can be placed from Headquarters to United Nations offices at Geneva, Vienna, Santiago, Bangkok, UNESCO (Paris), UNICEF (New York), UNFPA (New York) and UNDP (New York) by dialling the access code of the respective office as indicated below, waiting for the remote dial tone and then dialling the remote facsimile number.

United Nations Office at Geneva	66 + facsimile extension
United Nations Office at Vienna	68 + facsimile extension
ECLAC (Santiago)	29 + facsimile extension
ESCAP (Bangkok)	61 + facsimile extension
UNESCO (Paris)	62 + facsimile extension
UNICEF (New York)	5 + facsimile extension
UNFPA (New York)	63 + facsimile extension
UNDP (New York)	4 + facsimile extension

VI. FACSIMILE SERVICES TO OTHER OFFICES AT GENEVA, VIENNA, SANTIAGO, BANGKOK AND UNESCO (PARIS)

12. Facsimile calls to offices in Geneva outside the Palais des Nations such as ILO, WHO, UNHCR and ITC can be made as follows:

(a) Dial 66 and wait for the dial tone from the United Nations Office at Geneva telephone exchange;

(b) Dial the appropriate digit from the list below for the desired office and wait for the dial tone:

ILO	6
WHO	7
UNHCR	8
ITC	9

(c) Dial the facsimile extension.

13. Facsimile calls to other offices at Geneva outside the Palais des Nations can be made as follows:

(a) Dial 66 and wait for the United Nations Office at Geneva telephone exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Geneva facsimile number.

14. Facsimile calls to Vienna outside the Vienna International Centre can be made as follows:

(a) Dial 68 and wait for the dial tone from the Vienna International Centre exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the six or seven-digit Vienna facsimile number.

15. Facsimile calls to Santiago outside the ECLAC office can be made as follows:

(a) Dial 29 and wait for the dial tone from the ECLAC exchange;

(b) Dial 9 and wait for the dial tone from the city exchange;

(c) Dial the seven-digit Santiago facsimile number.

16. Facsimile calls to Bangkok outside the ESCAP office can be made as follows:

(a) Dial 61 and wait for the dial tone from the ESCAP telephone exchange;

(b) Dial "0" and wait for the dial tone from the city telephone exchange;

(c) Dial the seven-digit Bangkok facsimile number.

17. Facsimile calls to Paris outside the UNESCO office can be made as follows:

(a) Dial 62 and wait for the dial tone from the UNESCO exchange;

(b) Dial "0" and wait for the dial tone from the city exchange;

(c) Dial the eight-digit Paris facsimile number.

18. The present circular supersedes information circular ST/IC/1992/28.

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ST/IC/1992/67
29 October 1992

INFORMATION CIRCULAR

To: Members of the staff

From: The Assistant Secretary-General for Human Resources Management

Subject: GUIDELINES FOR PROMOTING EQUAL TREATMENT OF MEN AND WOMEN IN THE SECRETARIAT*

1. The United Nations is required, under Article 8 of the Charter, to provide a working environment in which men and women can participate in all activities of the Organization under conditions of equality. The Organization is further required, under Article 101, paragraph 3, of the Charter, to ensure that staff members possess and maintain the highest standards of integrity. Attitudes and perceptions that prevent the full participation in the work of the Organization of any staff member or group of staff members are destructive, undermining and discriminatory and fail to meet the standards required of staff by the Charter.

2. The purpose of the present circular is:

(a) To alert staff members to attitudes, behaviour and language that impede equal treatment of men and women in the Secretariat;

(b) To indicate behaviour that may constitute sexual harassment, and to advise staff members who believe they have been subjected to sexual harassment of the recourse available to them.

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* Personnel Manual index No. 1171.

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Guidelines for equal treatment of men and women

3. Gender is not a valid consideration under the Staff Rules in decisions on appointment, transfer or promotion, except when in accordance with the measures designed to improve the status of women in the Secretariat which were adopted pursuant to numerous General Assembly resolutions. Criteria for evaluation are competence, efficiency and integrity, as well as a variety of personal characteristics such as strength of character, intellectual ability, decisiveness, capacity for leadership, sensitivity, compassion and fairness. All these characteristics are found in both men and women and are not typical personality traits of either sex.

4. No job is the exclusive preserve of either sex. Accordingly, every effort must be made to avoid making assumptions about capabilities based on stereotypes. In assessing performance and in assigning work, care should be taken to use a standard related to the requirements of the job. The use of non-job-related criteria, or arbitrary ideas of suitability, is not compatible with full and fair consideration.

5. A stereotype is an assumption about an individual based on some perceived or imagined characteristic of the group to which he or she belongs. All staff members should be aware of the need to avoid the use of derogatory terms alluding to stereotypes based on race, religion, ethnic origin or nationality and not to act on assumptions that discriminate on those grounds. No assumptions should be made about an individual's character or capability based on appearance.

6. Equally offensive to human dignity is behaviour or language based on sex stereotypes. Stereotypes about one gender or about sexual orientation are generally related to assumptions about a particular gender's "proper" role, capabilities, demeanour or character. Common to all stereotypical thinking is the denial of individuality and limitation of the options of the person concerned. It may also distort perceptions about performance and capability.

7. Bias-free language is important because language reflects the attitudes of the user. Expressions or words that suggest superiority of one gender over the other should be avoided. Such expressions may include jokes that demean one gender, pictures or posters that portray individuals as sex objects and unwelcome references to a person's appearance or body; all serve to deny colleagues their dignity and respect and contribute to an atmosphere in which inequality is emphasized. Such expressions and language, if pervasive, may even constitute sexual harassment as defined in paragraph 12 below.

8. Staff members' preference as to whether they wish to be called by their first name or surname should be respected. A woman staff member may choose to be addressed either as Ms., Mrs. or Miss, since a woman's marital status is irrelevant in the work situation. Her preference will also be followed in staff listings and other official communications.

9. Staff members collectively should not be referred to as if they were all male. Neutral terms should be used whenever persons of both sexes are included, particularly in official documents of the Organization. Titles which appear to exclude women should be avoided if possible.

10. Discriminatory treatment often takes place when there is an imbalance of power or a difference of status between the persons involved. Those who have power and authority, predominantly male, may make unfair assumptions about the proper role of lower-ranking staff. The need for common courtesy and considerate behaviour between people regardless of rank is self-evident. Secretarial and clerical staff members may find some kinds of office behaviour to be inconsiderate: for instance, being kept standing, being kept waiting during long telephone calls, being given dictation for unnecessarily long periods or texts for typing that are not easily decipherable, and not being given due appreciation for performing especially demanding tasks. While secretaries have primary responsibility for answering the telephone, other staff can also do so. For example, during lunch hours, responsibility for covering an office and answering the telephone should be shared. All staff members should recognize that the time, intelligence and initiative of their co-workers is worthy of consideration regardless of their sex or rank.

11. While understanding and helpfulness is an important aspect of office conduct between staff regardless of rank, it is an abuse of power if supervisors require staff members to make arrangements on their behalf unrelated to official business or to undertake personal tasks for them. For instance, secretarial and clerical staff should not be expected automatically to fetch coffee or perform other personal tasks when those are not part of their official duties. It is axiomatic that the conduct of senior staff must be free of intimidation or personal favouritism, and in this regard, solicitation or acceptance by them of favours, gifts or loans from more junior staff is unacceptable.

Guidelines for dealing with incidents of sexual harassment

12. Sexual harassment is defined by paragraph 2 of administrative instruction ST/AI/379 of 29 October 1992 as:

> "any unwelcome sexual advance, request for sexual favours or other verbal or physical conduct of a sexual nature, when it interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment. It is particularly serious when behaviour of this kind is engaged in by any official who is in a position to influence the career or employment conditions (including hiring, assignment, contract renewal, performance evaluation or promotion) of the recipient of such attentions."

13. Sexual harassment of a person of either sex is unacceptable behaviour which may seriously harm its victim and will often lower staff morale and damage the work environment. Such behaviour may constitute sufficient ground for disciplinary measures under chapter X of the Staff Rules. Managers and

supervisors should be aware that sexual harassment may occur. They must make every effort to ensure that their staff work under conditions free from sexual harassment and to redress any inappropriate action or decision taken as a consequence of an incident of sexual harassment.

14. The informal and formal procedures established for dealing with sexual harassment are set out in ST/AI/379 of 29 October 1992.

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Secretariat

ST/IC/1992/68
2 November 1992

INFORMATION CIRCULAR

To: Members of Permanent Missions to the United Nations and members of the staff

From: The Assistant-Secretary-General for General Services

Subject: NORTH GARDEN CONSTRUCTION PROJECT

The purpose of the present circular is to inform members of Permanent Missions to the United Nations and members of the staff that construction work will be undertaken in parts of the north garden during the coming months. Accordingly, it will be necessary to seal off a segment of the garden area until the project is completed. The restricted area will be off limits for everybody except authorized personnel.

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